



WEST VIRGINIA STATE UNIVERSITY

Senior Financial Aid Counselor Office of Student Financial Assistance

West Virginia State University:

West Virginia State University (WVSU) is a public-land grant institution, which was founded in 1891 as a Historically Black College and University (HBCU), and has evolved into a fully accessible, diverse, and multi-generational institution serving approximately 3,500 students. The University is a community of students, staff, and faculty committed to innovative teaching and learning, research and service that offers 23 undergraduate and seven graduate degrees through its four colleges, and competes in athletics at the NCAA Division II level in five men's sports and six women's sports. WVSU is located in Institute, WV, a suburb of Charleston, the largest city and the capital of West Virginia. With more than 300,000 people living in the metropolitan area, it is an active, exciting and engaging community, boasting cultural and historical events, music, festivals and entertainment.

Position Description

The Senior Financial Aid Counselor reports to the Associate Director and is responsible for assisting them in the administration of federal, state and institutional student aid programs for a diverse population of undergraduate students. The person employed in this position will: have excellent communication and organizational skills; be knowledgeable of and proficient with common PC software applications, at least one major financial aid system and software of the industry, and related technologies; be able to comprehend, interpret, and apply federal and state regulations related to financial aid; be able to regularly exercise professional judgment; and be able to efficiently and effectively perform pertinent duties in such a fashion that the office functions in a consistently smooth manner.

Responsibilities for the Senior Counselor

- Maintains knowledge of federal and state regulations, and university policies related to financial aid programs to ensure the proper processing and documentation of awards.
- Assist with the management of electronic processing, originating, and transmitting Federal Funds records to COD, use of EdConnect and Banner Software.
- Process financial aid; including file review, needs analysis, professional judgement and financial aid packaging
- Provide financial aid counseling to students and parents regarding application procedures and eligibility requirements for student aid programs, and assist students and their families with the completion of application forms.

- Represent the Office of Student Financial Assistance at various internal and external student recruitment functions, financial aid information sessions, orientation programs, high school nights, and special events.
- Participate in the formulation of student aid policies, procedures, and operations.
- Review awards to ensure compliance to government rules and regulations looking for over-awards as well as under-awards.
- Compile reports concerning activity of phone statistics, financial aid programs and initiate recommendations for policy or procedural changes.
- Must be able to problem solve and utilize the resources available to resolve issues related to student's financial aid.
- Provide administrative support for analytical studies in fund utilization, student applicant trends, and future computer programming needs.
- Works with Assistant Director in coordinating customer service evaluation efforts of the office; including, customer satisfaction surveys, focus groups, and other projects as assigned
- Provides supervision of, and instruction for clerical/support staff, student employees and graduate assistants.
- Perform other related duties as required.

Requirements for the Senior Counselor

- Bachelor's degree or any equivalent combination of experience, training, and education working in financial aid or with financial aid programs.
- Minimum of two years of progressively responsible work experience with federal financial aid in a college or university setting, including use of automated financial aid systems, preferably the Ellucian Banner system. Customer service experience in higher education preferred.

Skills, Knowledge and Abilities

- Knowledge of and skill in automated processing of financial aid.
- Knowledge of government, state and institutional rules, regulations, guidelines, and procedures for awarding of financial aid.
- Excellent interpersonal and communication skills, a demonstrated ability to work with a diverse client population, and commitment to continuous quality improvement and customer services.
- Demonstrated ability to collect and analyze data and to use independent judgment where appropriate.
- Ability to spend extended periods of productive time conducting business on the telephone and/or utilizing a computer keyboard while viewing the computer screen

Salary Statement

\$36,000 - \$47,300 *commensurate with experience.*

To Apply:

This position will remain open until filled. However, first consideration will be given to applicants who submit a resume, cover letter, academic transcripts, and the names and email addresses or phone numbers of three professional references by 10/27/2021. All requested information must be submitted for your application to be considered.

Please submit application materials via email to jobs@wvstateu.edu or mail to:

West Virginia State University
Department of Human Resources
P. O. Box 1000, 105 Cole Complex
Institute, WV 25112

West Virginia State University conducts criminal background checks on all job candidates upon acceptance of a contingent offer. Any offer of employment is contingent upon the satisfactory completion of a background check.

West Virginia State University is an Equal Opportunity/Affirmative Action institution. No person shall be denied admission to educational programs, activities or employment on the basis of any legally protected status, or be subjected to prohibited discrimination involving, but not limited to, such factors as race, color, creed, religion, national or ethnic origin, marital status, citizenship, sex, sexual orientation, gender identity or expression, age, disability, or protected veteran status. Upon request, reasonable accommodations will be made to provide this content into an alternate accessible format by contacting Human Resources at (304) 766-3156 and/or hr@wvstateu.edu.